Clean-Up of Unassigned RFAs

Issue: There is often no worker assigned to RFAs that get withdrawn or denied. The large number of these unassigned withdrawn and denied RFAs in CARES are causing the Inbox to respond slowly because the system must look through all of this information whenever performing an unassigned search.

Options:

The following are some options that can be used to clean up existing unassigned withdrawn and denied RFAs as well as used on an ongoing basis as soon as an RFA is withdrawn or denied.

1. When the RFA is created, the system stores a "registration worker ID." This is the worker ID of the user who was logged in and who created the RFA. Since this is the person who created the RFA, this worker ID could be put on the RFA.

2. Each county currently has one or more "Inbox Coordinators" identified who will receive alerts when items remain in the Inbox for too long. Withdrawn and denied RFAs could all be assigned to a specific one of those Inbox Coordinators.

3. Create one "vacant caseload" for an entire county. All withdrawn and denied RFAs could be assigned to that caseload. In addition, it may be possible to create a separate vacant caseload to be used for old closed cases. One possible enhancement would be for CARES to automatically put old closed cases into this caseload after a certain amount of time.